

**U.S. Bank**

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Cardholder On-Line Registration

**C.A.R.E. User Manual – GPP**

**CAL Card**

# Cardholder On-Line Registration Process

This process is designed for new Cardholder accounts that do not currently have a C.A.R.E. User ID or Password assigned to them. Only Cardholder accounts are enabled to use the On-Line Registration tool. Managing Accounts cannot use On-Line Registration.

1. Access the C.A.R.E. web address (<https://care.usbank.com>).
2. At the C.A.R.E. log on screen, click **On-Line Registration** on the task bar.
3. Enter the Relationship Registration and User Profile Codes.  
**Relationship Code: STATEOFCAL1**  
**User Profile Code: C01**
4. Click **OK**.
5. To add the accounts associated with the User ID and Password being established, enter the **Account Number**, **Account Expiration Date** and **Zip Code** in the appropriate fields.

## Tip!

- Expiration date format: MM/YY.
- Information in the table may be edited. Once it is verified and moved to the area below it cannot be edited.
- You may enter up to ten accounts at a time for one user. If more than ten accounts are needed, click **Add more accounts** and more rows display.
- If any of the entered information is not valid, the system returns an error message. You have three attempts to correct the information. If all three attempts fail, the accounts with incorrect information are locked out from On-Line Registration.

6. After all accounts are entered, click **OK**. The system validates account information.
7. Enter **Contact Information**.
8. Enter **User ID**, **User Verification** and **Password**.

## Tip!

- Phone and Fax number format: No dashes, hyphens, parenthesis or spaces (i.e. 6121234567).
- Fields that require data are identified with an asterisk (\*).
- User ID's must be 7 to 12 characters in length, with at least one alpha and one numeric character.
- User Verification is used to authenticate you if you forget your User ID or Password.

- Passwords must be 8 to 12 characters in length, with at least one alpha and one numeric character.
9. Click **Submit**. The system validates your entries.
  10. Click **OK** in the *On-Line Registration was successful* dialog box. You are brought to the C.A.R.E. login screen where you are prompted to change your password. This will be your password for the next 100 days.